



Launching Point

2017 A Year in Review

CVG's 70th anniversary proved to be a pivotal year. With major announcements in cargo development and air service, the results of our work in 2017 are redefining who we are, what we will become, and how we contribute to the region's continued growth and success.

Southwest Airlines' announcement that it would begin service and Amazon's decision to build a \$1.4 billion air cargo hub are two reasons that 2017 was so pivotal. The last 12 months saw growth and progress on many fronts.

Cargo volume was up an astounding 25% at CVG, while the average for North America was approximately 2-3%. Total passenger traffic (local and connections) increased by 16% at our airport; the national average was 4%.

Continued growth in low-fare service saw CVG's average airfare drop to #69 among the top 100 domestic airports, our best ranking ever — making CVG the lowest-fare airport in the region.

Steady growth in local passengers requires that we continue to invest in the terminal and parking facilities. In 2017, we kicked off a \$6 million Terminal Modernization Project.

Embrace What's Next



CVG is now one of the fastest growing airports in the country. We're embracing what's next and planning for a bright future. The Master Plan Update that we kicked off in September will guide these efforts through 2050.



J. Michael Schlotman | Board Chairman
Executive VP and CFO,
The Kroger Co.



Candace McGraw | CEO
Cincinnati/Northern
Kentucky International Airport

THE AIRPORT OF CHOICE TO WORK FOR, FLY FROM AND DO BUSINESS WITH

Take Flight

Accelerating passenger and cargo growth

CVG had a phenomenal year in air service development. New air carriers, routes, expanded service, increased passenger and cargo volume all contributed towards our goal to reach nine million passengers by 2021.

Air service highlights in 2017 include:

- Two new air carriers announced: Southwest Airlines & WOW Air
- Amazon announced the development of its Prime Air Cargo Hub at CVG
- Carriers launched 11 new service routes
- Airfare ranking dropped to #69, with average fare lower than all airports in the region and below the national average
- Served more than 7.7 million passengers
- Local passenger volume grew 20%, while total traffic was up 16%
- Cargo volume has increased more than 110% since 2011, making CVG the fastest-growing cargo airport in North America

Passengers paying
\$200 less
per ticket than
four years ago.



Grow Business

DHL and Amazon drive major growth

DHL's recent \$108 million expansion at its CVG cargo hub began paying dividends for the

region in 2017. DHL began hiring 900 additional employees, bringing its total employment to more than 3,300. CVG is one of DHL's three global super-hubs and has seen double-digit cargo growth over the last two years. The airport is proud to be one of the fastest-growing cargo airports in North America.

Future cargo growth took a major step forward when Amazon announced plans to build its primary hub at CVG. Amazon's \$1.4 billion investment will support a fleet of 100+ Prime Air cargo planes, more than 2,700 jobs, and three million square feet of building space.

CVG has seen
double-digit cargo
growth the last
two years.

Propel Community

Making an impact

At CVG, we're committed to growing relationships and supporting local organizations in order to have a greater impact on the community. Each year we participate in at least 300 meetings or presentations to keep community leaders informed of our progress.

With a \$4.4 billion annual impact on the community, we are on our way to achieving the \$5 billion economic impact goal we set by 2021. The many successes our airport community experienced in 2017, and what's to come in 2018, will continue to add jobs, income and tax revenues for our region.

**CVG has a
\$4.4 billion annual
impact on the
community.**

Elevate Services

Offering an unforgettably positive experience

**Look for new food
and drink options
now and over the
next several months.**

If you've visited the Terminal recently, you've seen upgrades to baggage claim, the ground transportation center and the Terminal parking garage. This \$6 million project includes more energy-efficient lighting, new carpet and wall treatments, and simplified signage for better wayfinding. As CVG's growth continues,

our facilities must meet growth demands to continue to offer an unforgettably positive experience for our customers.

New food and drink options are available in Concourse A. Vino Volo recently opened a wine bar and restaurant, in addition to its Concourse B location. Blaze Pizza will open next door in a few months. And, look for local favorite, Christian Moerlein Taproom, to open a location in Concourse A in spring 2018.

Design work continues on the Consolidated Rental Car Facility, which will occupy the space where Terminals 1 and 2 once stood — providing greater efficiencies and convenience, while promising a big reduction in emissions from rental buses no longer having to circle the airport.

Go Beyond

Activating our brand promise

This year, CVG received several customer satisfaction awards in the SkyTrax World Airport Awards. We're proud to be the Best World Airport Serving 5-10 Million Passengers, and the Best Regional Airport in North America for the sixth time. Our miniature therapy horse program continues to be a major hit with passengers, garnering national awards and media attention from around the world.



Passengers were surprised and delighted throughout 2017 as CVG celebrated our 70th anniversary with 70 acts of gratitude. Search #ProjectGratitude on social media to see how we thanked passengers by buying lunch, passing out CVG socks and other treats,

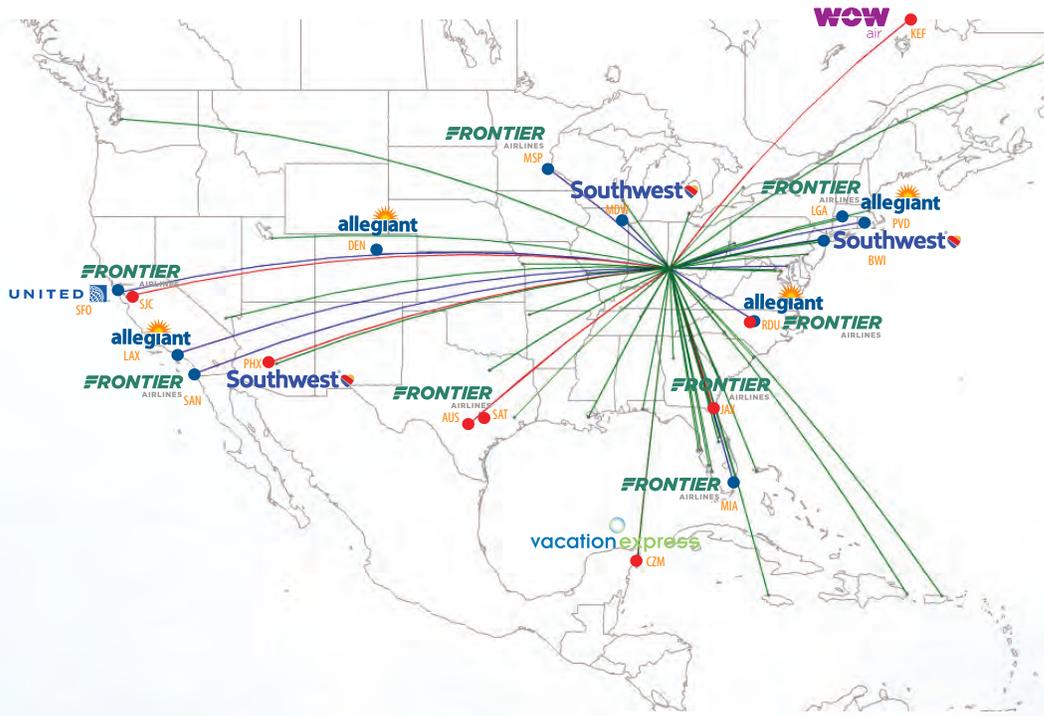
as well as hosting live performances and special events.

It's all part of our vision to make travel through CVG an unforgettably positive experience.

**#ProjectGratitude
celebrated CVG's
70th anniversary
through 70 acts of
gratitude for
passengers.**



2017 Year In Review



TAKE FLIGHT

New routes and lower fares resulted in 7.7 million passengers

GOAL: 9 million passengers by 2021

PROPEL COMMUNITY

\$4.4

BILLION ECONOMIC IMPACT

GOAL:
\$5 Billion Impact
by 2021

ELEVATE SERVICES

Upgraded baggage claim and ground transportation areas

GOAL:
Functionally obsolete facilities demolished and Consolidated Rental Car Facility constructed by 2021

GO BEYOND

Miniature therapy horse program receives national awards and media attention around the world

GOAL:
Airport service ranking superior to peer airports by 2021

GROW BUSINESS

184

ACRES UNDER DEVELOPMENT

GOAL:
350 acres by 2021